GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:599
ANSWERED ON:27.04.2016
Use of Social Media in Railways
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government proposes to use social media for establishing direct communication with train passengers;

(b) if so, the details thereof;

(c) whether the Government also proposes to provide pace to the work culture in the Railways through social media and if so, the details thereof;

(d) whether a special team has been constituted at each divisional headquarters for its monitoring and if so, the details thereof; and

(e) if not, the measures proposed to be taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (e) Yes, Madam. A Customer Complaint Management Cell (Social Media Cell) has been set up in Railway Board to receive complaints / suggestions / assistance from Passengers / rail users and public at large through Twitter handle of the Ministry, namely, @RailMinIndia. After analyzing such tweets, the actionable ones are sent to Zones / Divisions through their respective twitter handles for speedy resolution.

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